

CLASSIFICATION SPECIFICATION FOR: COMMUNICATIONS DISPATCHER

Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

POSITION SUMMARY

Under direction, operates radio, telephone, and telecommunications equipment; answers calls from the public and dispatches police units as required. The Dispatcher provides communications related support to units in the field.

ESSENTIAL FUNCTIONS STATEMENTS Essential responsibilities and duties may include, but are not limited to, the following:

1. Answers 9 1 1 emergency and misdirected non-emergency calls from the public.
2. Operates radio, telephone, and telecommunications equipment.
3. Dispatch police units and other Town personnel as required.
4. Provides communications support to units in the field.
5. Obtains essential information from reporting parties about the nature of the emergency.
6. Enters information into computer terminals.
7. Enters control codes and searches files to research and provide information.
8. Assess urgency of call and assigns code.
9. Enters, updates and monitors information such as time assignment, en route time, arrival, clearance, and other related information for each emergency and non-emergency event.
10. Monitors location and verifies safe status of public safety and other specified Town personnel.
11. Refers non-emergency calls to other resources.
12. As appropriate, answers questions and provides information to the public.
13. Determines closest available and most appropriate company, and dispatches police fire, medical aid, rescue, and hazardous material calls.
14. Performs related duties and responsibilities as required.

Physical abilities related to major life activities.

15. Hearing: The ability to hear normal speech and other audible events, even in combination with other environmental noise. This necessarily includes hearing voices transmitted by radio and telephone.
16. Seeing: The ability to read or see objects under ambient, limited or artificial lighting and at a reasonable distance with sufficient clarity.
17. Speaking: The ability to speak clearly in English and to be understood by others under normal or highly stressful circumstances, either directly or through amplified, radio or telephonic transmission.
18. Moving, walking, standing, sitting, touching: The ability to alternatively move from one place to another. To attend training courses which may be held away from the police department.

REQUIRED EDUCATION, EXPERIENCE AND TRAINING Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying.

- Completion of the twelfth grade or equivalent.
- Two years general business office experience.
- Successful completion of the California Commission on POST 80 hour dispatcher academy may be substituted for the two year experience requirement.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Current communications principles, methods.
- General office procedures associated with public safety dispatch.
- English usage, grammar, spelling and punctuation.
- Personal computer operating systems and software applications.
- Effective communication techniques.
- Community resources, map reading.

Ability to:

- Interpret and apply oral or written material/instructions, including the ability to listen to or read abstract or directive instructional material and to apply that data correctly to practical circumstances.
- Type 35 net words per minute.
- Work irregular hours.
- Have a background free of any felony convictions and with a demonstrated personal history or being able to live within the law.
- Use good judgement and clear thinking during stressful situation.
- Operate police radio transmitters and receive radio calls from mobile units and other agencies.
- Receive telephone calls from the public; relay emergency ambulance and fire calls to County dispatch center; make telephone calls for filed units.
- Operate telecommunications terminals to access County, State, and National law enforcement data systems; interpret responses for field units.

- Maintain effective and efficient radio communications with officers in the field and other law enforcement agencies.
- Dispatch Park Rangers, Engineering Inspectors, and Public Works personnel as needed.
- Maintain written logs and files; enter calls for service into Police Department computer. Maintain street maps, address and business files.
- Recall detail, including the ability to accurately recreate events, conversations or readings and to record those recreations in written an/or oral form.
- Interpret and apply oral or written material/instructions, including the ability to listen to or read abstract or directive instructional material and to apply that data correctly to practical circumstances.
- Remain alert and coherent.
- Take action or to decide between alternative courses of action under routine, highly stressful difficult conditions.
- Remain alert at varying hours after scheduled rest or to remain alert during extended periods of an emergency or unanticipated nature.

Each of these essential tasks must be performed individually and unassisted by other persons, since this class of employment requires an ability to work alone

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

- One year of public safety dispatching within the past two years.
- Ability to speak and understand a second language other than English.

PHYSICAL DEMANDS

Employees must be able to maintain physical condition necessary for sitting for prolonged periods of time; repetitively use fingers and/or wrists while twisting or applying pressure; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties.

WORK ENVIRONMENT

Employee work indoors in a computerized office environment, in direct contact with other Town personnel and the public.

FLSA: Non-exempt

PROPERTY INTEREST:

This classification is represented by the Town Employees Association.

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